

NFC PLAN TO MAINTAIN ESSENTIAL FUNCTIONS

NFC Devolution Plan

	Office of the Director
	Essential Function: Manage the National Finance Center
	Communicate daily with OCFO & customers regarding NFC status.
	Activate a Communications Director.
	Maintain daily counts of employees out sick and reporting to work.
	Manage daily conference calls & coordinate updates with senior staff.
	Make decision regarding NFC payroll (at what point do we go to a straight 80-hour T & A?).
	Pool organizations as appropriate .
	Make emergency declaration - activate support mechanisms; obtain contract physician; ensure EAP counselor is onsite; set up infirmary, distribute supplies to employees, begin using social distancing techniques, special hiring policy.
0 - 30% Loss	Maintain essential functions, i.e., approvals, delegations, communication with SR Staff.
	Daily briefings on IT and Physical Security.
	Daily briefings on employee population impacts.
	At appropriate time make emergency declaration, cancel leave and training.
	Based on projected vacancies develop plan to pool resources for Bldg 350 essential services, i.e., time keepers, schedulers, help desk, etc.
	Establish internal controls decision point related to changes in service levels.
31 - 50% Loss	Maintain essential functions, i.e., approvals, delegations, communication with SR Staff.
	Daily briefings on IT and Physical Security.
	Daily briefings on employee population impacts.
	Implement pooled resources plan.
	Implement work from home policy.
	Assess delivery effectiveness of Agency mission critical functions, i.e., payroll.
51 - 75% Loss	Prepare customer agencies for devolution of payroll and other processes.
76 - 100% Loss	Implement MOU with Treasury to execute Payroll activities.
	Migrate command to OCFO hdq.

Government Employees Services Division (GESD)

Assumptions	
1	Data Center up and running; All systems will be available and supported.
2	Only NFC can do NFC business - it is not viable for HR Offices to assume since not trained and do not have access nor software (e.g., SPPS client).
3	The event will last for an indefinite period of time.
4	GESD to devolve some functions so those employees can mobilize to other, more critical functions.
5	Security administration support will be needed as staff moves from one GESD organization to another. A global security based role strictly for pandemic situations will be established and available. *Waiver access granted for sensitive agencies
6	Agreed-upon procedures are established with Treasury FMS' to be able to disburse payments from earlier transmission. This information has been shared with USDA/OCFO.
7	Essential support for EmpowHR will continue at NITC and GWCC based on NITC's Contingency Management Staff's Pandemic Plan. Based on this plan, the IT infrastructure would be supported. NITC has identified essential personnel 3-deep. Their plan also includes telework from home by essential employees in the event the buildings are not accessible, and their intent is to continue critical operations.

Essential Function: Process Payroll	
Including: Disbursements, Receivables, CLER/DPRS processing, Accounting Operations, Retirements, Ops for T&A corrections, Manual Payments, QSRs, Call Center, Pay Tech, and Customer Service.	
0 - 30% Loss	Work overtime
	Essential functions discontinued: None
	Alert customers that all functions will be supported but at reduced services levels via NFC Message Board, NFC website and direct contact with Agency POCs.
	Grant temporary contingency access role to all of GESD Operations.
	DPRS, in addition to the above, will request OPM to distribute the above information to all agency Human Resource contacts and inform them to monitor the NFC home page https://www.nfc.usda.gov/ and the CLER website, an icon on the Application Launch Pad, for more specific information. The direct website for CLER is https://www.nfc.usda.gov/cler .
31 - 50% Loss	Work overtime.
	Essential functions discontinued: None
	Alert customers via NFC Message Board, NFC website and direct contact with Agency POCs that all functions will be supported at significantly reduced services levels.
	DPRS, in addition to the above, will alert customers via the CLER website that the CLER and/or DPRS functions will be supported at a significantly reduced service level. Specific information relating to DPRS and CLER will be posted on the NFC website and specific CLER website as needed.
51 - 75% Loss	Work overtime
	Essential functions discontinued: None
	Alert customers via NFC Message Board, NFC website and direct contact with Agency POCs that all functions will be supported at drastically reduced service levels, and will be discontinued if staff loss exceeds 75%.
	DPRS, in addition to the above, specific information relating to DPRS and CLER will be posted on the NFC website and specific CLER website. Customers will be instructed to submit ALL documentation, including the SF 2809 Federal Employees Health Benefits Enrollment Form and all inquiries via a Personal Computer fax number (TO BE DETERMINE) or email attachment to the nfc.dprs@usda.gov mailbox. The DPRS telephone inquire message will be changed to request that all inquiries be emailed to the nfc.dprs@usda.gov mailbox.

76 - 100% Loss	All functions discontinued, including biweekly payroll cycles, accounting interface files to client agencies, retirements, DPRS and CLER.
	Alert customers that all functions have been discontinued.
	Execute the Memorandum of Understanding (MOU) between USDA and FMS, which calls for them to reprocess NFC's prior pay period net salary
	1) If NFC management determines that regular payroll cycle processing requirements cannot be met, an NFC official as designated in the MOU officially authorize FMS to process prior period net salary payment files. Authorization will be communicated via telephone and confirmed by fax with authorizing official's signature, or by e-mail in the event a fax machine is not available.
	2) Notification and authorization shall be communicated to the RFCs in the following order:
	· Kansas City Financial Center
	· Austin Financial Center
	· Philadelphia Financial Center
	· San Francisco Financial Center
	If the first RFC is disabled, NFC should contact the other RFCs in the order above. The first RFC officials to receive notification and authorization will forward the information to the other Regional Financial Centers.
	3) An FMS official will acknowledge the authorization and the intention of FMS to process the prior payment files as requested.
	4) NFC will certify the prior period payment files using a new payment schedule number.
	5) FMS will amend previous payment files to change the payment schedule number and/or dates to match the current pay period. This will prevent files from rejecting as duplicates.
	6) FMS will process the modified payment files and distribute payments by check and through the Automated Clearing House (ACH) network.
	7) Once the processing is complete, FMS will provide NFC with all relevant information in a timely manner regarding processed files.
	8) The authorization shall be in effect for processing of a single pay period. If necessary, new authorizations will be communicated to FMS at the time of processing for subsequent pay periods.
	Alert customers that in order to continue to provide DPRS health insurance coverage to "new" DPRS enrollees, the following procedures would be implemented:
	1) DPRS personnel would notify OPM, Linda Flemming at 202-606-0375, that DPRS customer service functions would no longer be available, until further notice, due to a Pandemic disaster.
	2) OPM would notify Human Resource agency personnel to submit a copy of the SF-2809, Health Benefits Registration Form, directly to the appropriate carriers for processing due to the Pandemic disaster involving DPRS. The personnel office should maintain a copy of the SF-2809 for submission to the DPRS Unit, for update into DPRS, once the epidemic is over.
	3) During Open Season (November and December each year), the HR offices will be instructed to hold all enrollment forms until NFC-DPRS is operational. All enrollment changes from the enrollees themselves will continue to be mailed to the DPRS Post Office box. These changes (usually only 500-600) will be processed once DPRS is operational.
	4) If event occurs between January 1-15, AMS will mail DPRS New Premium Amount coupons.
	5) DPRS personnel will contact the lockbox bank (specific personnel to be determine) to hold all collections until notified that DPRS is operational.

	6) NFC facility personnel will contact the United States Post Office to hold all mail for DPRS, P. O. Box 61760, New Orleans, LA 70161
	7) NFC personnel will add a message to the DPRS inquiry line that states, "During this period of Pandemic crisis, DPRS inquiry customers should call the Human Resource office through which they enrolled or their health carrier for assistance. If your problem cannot be resolved, please write to NFC - DPRS, P.O. Box 61760, New Orleans, LA 70160-1760, or e-mail DPRS at NFC.DPRS@usda.gov. Please include your telephone number and a statement of the problem. DPRS personnel will contact you once services are restored."
	8) This function will continue to devolve to OPM until our staffing levels increase and NFC is able to reconstitute operations at the NFC facility.
	In order to provide customer service to our CLER customers, the CLER Unit will implement the following procedures:
	1) CLER personnel will notify the OPM personnel, Eric Figg at 202-606-4083 or Jay Fritz at 202-606-4148, that the CLER customer
	2) NFC personnel will add a message to the CLER inquiry line that states, "During this period of Pandemic crisis, CLER customers should call, Eric Figg at 202-606-4083, for emergency assistance only. If your problem cannot be resolved, please write to NFC – CLER, P.O. Box 61760, New Orleans, LA 70160-1760, or e-mail CLER at NFC.CLER@usda.gov. Please include your telephone number and a statement of the problem. CLER personnel will contact you once services are restored.
	This function will continue to devolve to OPM until our staffing levels increase and NFC is able to reconstitute operations at the NFC facility.

	Essential Function: Create Requirements and Create/Modifv/Enhance Software Programs
0 - 30% Loss	Work overtime. Prioritize system requests. Support production processing needs to include abends.
31 - 50% Loss	Work overtime. Prioritize system requests to only address requests impacting pay and salary issues. Support production processing needs to include abends.
51 - 75% Loss	Support production processing needs to include abends only.
76 - 100% Loss	Accept incoming transactions and files but do not run any batch processes. Provide support to payroll operations area as possible.

Working Capital Fund (WCF)

	Assumptions
1	Data Center up and running; All systems will be available and supported.
2	WCF staff in Washington, DC is working and capable of taking over the duties of the WCF staff in New Orleans.
3	The event will last for an indefinite period of time

	Essential Function: Process WCF bills
	The Working Capital Fund (WCF) staff in New Orleans is responsible for processing the monthly bills for the WCF activity centers.
0 - 30% Loss	Work overtime.
	Alert WCF activity centers and USDA customers all functions will be supported but at reduced services levels.
	Shift functions among the employees at the New Orleans office.
31 - 50% Loss	Work overtime.
	Discontinue billing on a monthly basis and begin billing on a quarterly basis.
	Alert WCF activity centers and USDA customers of the change in the billing cycle and that billing functions will be supported at significantly reduced service levels.
51 - 75% Loss	Work overtime.
	Shift some of the billing functions to the WCF activity centers and WCF staff in Washington, DC.
	Alert WCF activity centers and USDA customers that the billing functions will be supported at drastically reduced service levels.
76 - 100% Loss	Work overtime.
	Move all billing functions to the WCF activity centers and the WCF staff in Washington, DC.

	Essential Function: General Ledger Maintenance and Financial Statement Preparation for the WCF
	The WCF staff in New Orleans is responsible for maintaining the general ledger for the WCF activity centers and preparing the consolidated WCF financial statements.
0 - 30% Loss	Work overtime.
	Alert WCF activity centers all functions will be supported but at reduced services levels.
	Shift functions among the employees at the New Orleans office.
31 - 50% Loss	Work overtime.
	Discontinue analyzing financial statements on a monthly basis and begin analyzing on a quarterly basis.
	Alert WCF activity centers that general ledger maintenance functions will be supported at significantly reduced service levels.
	Request assistance from the Financial Reporting Branch, COD.
51 - 75% Loss	Work overtime.
	Shift some of the general ledger maintenance functions to the WCF staff in Washington, DC.
	Alert WCF activity centers that the general ledger maintenance functions will be supported at drastically reduced service levels.
76 - 100% Loss	Work overtime.
	Move all general ledger maintenance functions and financial statement preparation functions to the WCF staff in Washington, DC.

Information Technology Services Division (ITSD)

	Assumptions
	The impact statements are not progressive (did not assume that the data center would progress from one stage to another).
	Essential Function: Provide IT Services to NFC Product Lines and Hosting Managed Services to USDA Agencies and Other Federal Agencies IT and hosting services include: Operations, Help Desk (customer service and support), maintenance, database management, systems administration, systems engineering, design and installation, security management (policy, vulnerability management, incident response, disaster recovery, certification and accreditation, security assessments), production control (scheduling, tape operations, output production), office automation, network management, telecommunication management, asset management, configuration management, project management, capacity planning, performance management, and financial management
0 - 30% Loss	Focus on mission critical and mission essential services to ensure that product lines and hosting service customers can continue their offerings. Cancel leave and training. Suspend all work on mission essential (Tier 2) and mission support (Tier 3) projects. Delay routine maintenance activities if needed. Minimize staff involvement in day-to-day administrative processes. Monitor the Data Center workforce levels in Denver; if warranted, consider sending employees there to keep Data Center operating at required level. Response times outlined in service level agreements could be exceeded due to shortages in operations, help desk, scheduling, database management, office services, security services, and technical services.
31 - 50% Loss	Focus on mission critical and mission essential services to ensure that product lines and hosting service customers can continue their offerings although at a degraded level. Suspend work on all projects (mission critical (Tier 1), mission essential (Tier 2) and mission support (Tier 3)) unless suspension of a project would result in mission failure. Cancel leave and training. Put 24X7 mission critical work centers on 12-hour shifts (scheduling, IO room, Operations and Security Center, and tape operations). Suspend microfiche production to use those personnel in other operations jobs. Suspend all non-critical activities within the Information Systems Security Staff and use those personnel to support mission critical functions. Suspend all activities within the Computer Resources Management Branch and use those personnel to support mission critical functions. Limit technical support to only those components needed to keep systems operational. Suspend all routine maintenance activities and only perform mission critical maintenance. Suspend all day-to-day administrative processes. Provide essential line operations and technical services personnel with laptops and cell phones in case they can perform duties remotely (for those that don't already have laptops and cell phones). Provide support to the network telecommunication infrastructure and to NFC employees who may be working from home on laptop computers. Response times outlined in service level agreements will be exceeded due to shortages in operations, help desk, scheduling, database management, office services, security services, and technical services.

51 - 75% Loss	Focus on mission critical services to ensure that product lines and hosting service customers can continue their offerings although at a much degraded level.
	Cancel leave and training.
	Suspend all work on mission critical (Tier 1), mission essential (Tier 2) and mission support (Tier 3) projects.
	Change 24X7 mission critical work centers to 12X7 (scheduling, IO room, Operations and Security Center, and tape operations).
	Suspend microfiche production to use those personnel in other operations jobs.
	Suspend all non-critical activities within the Information Systems Security Staff and use those personnel to support mission critical functions.
	Suspend all activities within the Computer Resources Management Branch and use those personnel to support mission critical functions.
	Limit technical support to only those components needed to keep mission critical systems operational.
	Suspend all maintenance.
	Suspend all day-to-day administrative and management processes.
	Provide essential line operations and technical services personnel with laptops and cell phones in case they can perform duties remotely (for those that don't already have laptops and cell phones).
	Suspend help desk telephone requests for assistance and direct users to web, email, or fax.
	Response times outlined in service level agreements will be greatly exceeded due to shortages in operations, help desk, scheduling, database management, office services, security services, and technical services.
	Devolution Operational Alternatives: If there is no manpower to provide a specific services or group of services, then those services will be suspended until the crisis is over or until manpower is available to perform the functions. If scheduling support cannot be provided, the product lines will cease to operate—no financial processing, no payroll processing, etc. ITSD will do everything possible to ensure that scheduling is the very last service that is terminated in devolution.

Administrative Management Staff (AMS)

	Assumptions
1	Data Center up and running; All systems will be available and supported.
2	NFC can continue to operate.
3	The event will last for an indefinite period of time
4	AMS to devolve some functions so that employees can be reassigned to other, more critical functions, including special mailings (W-2s, DPRS coupons, employee benefit statements, etc.), facilities issues, or security.
5	OCFO HQs to assume Government Credit Card Program
	Support Services Office
	Essential Functions: Physical Security and Personnel Security
0 - 30% Loss	Maintain essential functions at a lower service level.
	Work overtime.
	Alert customers all functions will be supported but at reduced service levels.
	Review impact on security access and grant additional access based on loss in staff.
	Ensure contract for doctors, nurses, and ambulance service are in place.
	NFC nurse will consult the CDC/WHO websites daily for any updates.
31 - 50% Loss	Minimize staff involvement in day-to-day administrative processes.
	Discontinue issuing parking assignments and non-critical replacement keys. Discontinue shredding services.
	Work overtime
	Review impact on security access and grant additional access based on loss in staff.
	OJT for reassigned staff
	NFC nurse will continue to consult the CDC/WHO websites daily for any updates.
51 - 75% Loss	Alert customers all functions will be supported but at drastically reduced service levels.
	Review impact on security access and grant additional access based on loss in staff.
	Work overtime
	OJT for reassigned staff
	NFC nurse will continue to consult the CDC/WHO websites daily for any updates.
76 - 100% Loss	At the appropriate time, AMS managers will work with appropriate personnel to transition work, re-route mail, etc. until after the threat has passed.
	Essential Functions Devolved
	Discontinue physical security functions.
	Discontinue issuing property removal passes and badges for visitors, vendors, contractors, etc.
	Transfer physical security function to NASA on-site security.
	Transfer personnel security function to USDA's Personnel Document Security Division

	Essential Functions: Publishing and Visual Information and Mail Management
0 - 30% Loss	Maintain essential functions at a lower service level.
	Incoming mail delivery reduced to once a day. Outgoing mail backlog will begin. PVCT functions turn around times may be delayed.
	Work overtime
	Alert customers all functions will be supported but at reduced service levels.
31 - 50% Loss	Minimize staff involvement in day-to-day administrative processes.
	Discontinue publishing and visual information functions.
	Incoming mail delivery discontinued. Groups will pick up their own mail from the Mail Center. Outgoing mail backlog increases.
	Work overtime
	Reassign staff to Facilities or Security
51 - 75% Loss	Incoming & outgoing mail at drastically reduced levels if postal service still operating.
	Reassign staff to Facilities or Security
	Work overtime
76 - 100% Loss	At the appropriate time, AMS managers will work with appropriate personnel to transition work, re-route mail, etc. until after the threat has passed.
	Discontinue outgoing mail service. Incoming mail delayed.
	Reassign staff to Facilities or Security

	Essential Function: Facilities and Warehouse Management
0 - 30% Loss	Alert customers remaining functions will be supported but at reduced service levels.
	Work overtime
	Discontinuance of personnel moves and conference room set ups. Discontinue any new projects.
	Daily communications with Lockheed Martin and NASA will be established.
	Update employee message telephone lines as necessary.
	Ensure that initial supplies of food, water, fuel, and other necessary supplies are in place.
31 - 50% Loss	Minimize staff involvement in day-to-day administrative processes.
	Utilize staff from other non-essential functions
	Work overtime
	Alert customers remaining functions will be supported but at reduced service levels.
	Continue daily communications with Lockheed Martin and NASA.
	Monitor critical supplies to ensure that stock is adequate.
	Continue to update employee message telephone lines as needed.
51 - 75% Loss	Alert customers remaining functions will be supported but at drastically reduced service levels.
	Utilize staff for other non-essential functions
	Work overtime
	Continue daily communications with Lockheed Martin and NASA.
	Continue to update employee message telephone lines as needed.
	Continue to monitor critical supplies to ensure that stock is adequate.
76 - 100% Loss	Provide minimal facilities support.
	Utilize staff for other non-essential functions
	Work overtime
	Continue daily communications with Lockheed Martin and NASA.
	Continue to update employee message telephone lines as needed.
	Continue to monitor critical supplies to ensure that stock is adequate.

	Essential Function: Contracting
0 - 30% Loss	Alert customers all functions will be supported but at reduced service levels.
	Acquisition turnaround time increased.
	Work overtime
31 - 50% Loss	Minimize staff involvement in day-to-day administrative processes.
	Acquisition turnaround time greatly increased.
	Work overtime
51 - 75% Loss	Contracting will support critical purchases only.
	Only critical purchases approved by the Office of the Director will be made.
	Work overtime
	Work With OPPI to Increase Purchase Card Limits
76 - 100% Loss	At the appropriate time, AMS managers will work with appropriate personnel to transition work, re-route mail, etc. until after the threat has passed.
	Discontinue contracting function.
	Contracting function transferred to OPPI.

	Essential Function: Travel Card
0 - 30% Loss	Alert customers all functions will be supported but at reduced service levels. Only change the necessary option sets. Work overtime
31 - 50% Loss	Minimize staff involvement in day-to-day administrative processes. Discontinue processing monthly reports. Issue new cards for emergency travel only.
51 - 75% Loss	Discontinue travel card functions. Travel card function transferred to OCFO. At the appropriate time, AMS managers will work with appropriate personnel to transition work, re-route mail, etc. until after the threat has passed.
76 - 100% Loss	
	Essential Function: Alternate Work Site Management
0 - 30% Loss	Utilize staff from other non-essential functions
31 - 50% Loss	Utilize staff from other non-essential functions
51 - 75% Loss	Utilize staff from other non-essential functions
76 - 100% Loss	Discontinue AWS Management functions. AWS Management function transferred to OCFO/OO.

	Financial Management Office
	Essential Functions: Budget formulation and execution, Billing algorithm and rate-setting, Agency-specific interagency agreements, Procurement actions budget authorization, Approved Staffing Plan, Fiscal policy and procedures, Accounting codes.
0 - 30% Loss	<p>Maintain essential functions at a lower service level.</p> <p>Change in essential functions: All functions will be supported but at a reduced level; lower priority work will be deferred. Available staff will be required to work premium time or from home. Work will be prioritized by dollar impact or other criticality functions and higher priority work will be addressed first.</p> <p>Devolution Operational Alternatives: 1) Premium Time will be used when required to meet critical/high priority functions. Some previously supported activities will be deferred. 2) Work from home will be supported for those employees with the required security access and telecommunications capability. This will mean that some work previously supported by one group of employees may devolve to those employees who can access NFC systems from home. 3) Where feasible, employees will be deployed to satellite sites that are not affected by quarantine or work shutdowns.</p>
31 - 50% Loss	<p>Minimize staff involvement in day-to-day administrative processes.</p> <p>Curtail establishment of new accounting codes and significantly reduce the number of accounting codes.</p> <p>Discontinue issuing new agency-specific interagency agreements.</p> <p>Change in essential function: Access to senior management will be needed to clear recommendations needed to streamline accounting and administrative support activity. Support from WCF staff at the headquarters level will also be required if they are available. Available staff will be required to work premium time, from home, or at satellite sites. Work will be prioritized by dollar impact or other criticality functions and higher priority work will be addressed first.</p> <p>1) Premium Time will be used when required to meet critical/high priority functions. Some previously supported activities will be deferred. 2) Work from home will be supported for those employees with the required security access and telecommunications capability. This will mean that some work previously supported by one group of employees may devolve to those employees who can access NFC systems from home. 3) Where feasible, employees will be deployed to satellite sites that are not affected by quarantine or work shutdowns. 4) When available, support from WCF Headquarters staff will be solicited should they be unaffected by quarantine or work shutdowns. 5) All FMO communications will be electronic via the FMO GroupWise mailbox, fmorequest@usda.gov</p>
51 - 75% Loss	<p>Freeze changes to the Approved Staffing Plan.</p> <p>Freeze changes to accounting codes.</p> <p>Freeze new fiscal year business line unit costs at the prior year rate until they can be trued up.</p> <p>Simplify and/or delay status-of-funds reporting.</p> <p>Delay publishing division allocations.</p> <p>Delay developing and support of the capital budget.</p> <p>Discontinue all "nice to know" reporting.</p> <p>Change in essential function: Only those functions needed to support revenue generation and status of funds reporting will be supported. Premium time, work from home, and work from satellite sites will be used by those employees who are available to work. There may be slippage in meeting target timing.</p>

51-75% Con't	<p>Billing will be shifted from monthly to quarterly and will be done in advance. Only standard cost or high ticket items will be billed. Some billing will be billed at a flat rate and trued up when actual data are available. There may be slippage in meeting critical deadlines so communications will be essential to indicate when deliverables will be available. 1) Premium Time will be used when required to meet critical/high priority functions. Some previously supported activities will be deferred. 2) Work from home will be supported for those employees with the required security access and telecommunications capability. This will mean that some work previously supported by one group of employees may devolve to those employees who can access NFC systems from home. 3) Where feasible, employees will be deployed to satellite sites that are not affected by quarantine or work shutdowns. 4) When available, support from WCF Headquarters staff will be solicited should they be unaffected by quarantine or work shutdowns. 5) All FMO communications will be electronic via the FMO GroupWise mailbox, fmorequest@usda.gov.</p>
76 - 100% Loss	<p>Discontinue billing for agency-specific agreements below \$100,000 per year.</p> <p>Bill for all business line activity whether interagency agreements are signed or not.</p> <p>Change in essential function: Only those functions needed to support revenue generation, procurement actions budget authorization, and status of funds reporting will be supported. Billing will be prioritized to generate the greatest revenue. Premium time, work from home, and work from satellite sites will be supported by those employees who are available to work. There may be slippage in meeting target timing.</p> <p>There may be slippage in meeting critical deadlines so communications will be essential to indicate when deliverables will be available. Some billing and reporting activity may be shifted to WCF headquarters staff if available. 1) Premium Time will be used when required to meet critical/high priority functions. Some previously supported activities will be deferred. 2) Work from home will be supported for those employees with the required security access and telecommunications capability. This will mean that some work previously supported by one group of employees may devolve to those employees who can access NFC systems from home. 3) Where feasible, employees will be deployed to satellite sites that are not affected by quarantine or work shutdowns. 4) When available, support from WCF Headquarters staff will be solicited should they be unaffected by quarantine or work shutdowns. 5) All FMO communications will be electronic via the FMO Groupwise mailbox, fmorequest@usda.gov</p>

	Management Support Office
	Essential Function: Business Line Service Level Agreements
0 - 30% Loss	Maintain essential function at present level.
	All other functions will be supported but at a reduced level; lower priority work will be deferred.
	Cancel leave and training.
	Available staff will be required to work overtime.
31 - 50% Loss	Maintain essential function at reduced level for critical business only.
	Lower priority work will be deferred.
	Available staff will be required to work overtime.
51 - 75% Loss	Discontinue developing new Service Level Agreements. Continue to monitor existing critical Service Level Agreements at reduced levels.
	Lower priority work will be deferred.
	Discontinue reporting.
76 - 100% Loss	Available staff will be required to work overtime.
	Continue to monitor existing critical Service Level Agreements at reduced levels.
	Discontinue other work.
	Available staff will be required to work overtime.

Information Systems Policy and Control Staff (ISPCS)

	Assumptions
1	Data Center is up and running. All systems will be available and supported.
2	Only NFC can do NFC business – it is not viable for HQ Offices to assume control since they are not trained and do not have access nor software (e.g., TopSecret, etc.).
3	Specific NFC Administration Training - 3 to 6 months for simple access administration. 6 to 12 months for complicated access administration. Due to specifics of NFC applications and NFC defined security parameters
4	The event will last for an indefinite period of time.
5	ISPCS to devolve some functions so those employees can mobilize to other, more critical functions.

	Information Systems Security Office
	Essential Function: Perform Access Administration This function includes: 1. Processing Access Requests for internal NFC customers and external agencies 2. Resolve access problems - Remedy
0 - 30% Loss	All functions performed Work overtime to maintain service levels on access requests Longer turn-around time for resolving access problems - remedy tickets.
31 - 50% Loss	Security Access Requests processed with increased turnaround time. - 5 to 10 days Work overtime; all on 12 hour shifts; all non-sick leave cancelled; all travel, training, and visitors cancelled. Detail staff from other sections within ISSO to Access Administration; hold refresher training. Only essential access problems addressed
51 - 75% Loss	Only essential access request processed Only emergency access problems addressed
76 - 100% Loss	NO ACCESS ADMINISTRATION PERFORMED No Access problems addressed - Remedy Function cannot be performed by another department or agency due to NFC specific training requirements stated in assumptions.

	Essential Function: Perform Monitoring and Reporting This function includes: 1. Producing monitoring reports for internal and external entities 2. Review and investigate security incidents
0 - 30% Loss	All functions performed Work overtime Longer turn-around time for resolving security incidents
31 - 50% Loss	Only automatically generated reports produced Work overtime Only emergency investigations performed
51 - 75% Loss	Only automatically generated reports produced Work overtime Only emergency access problems addressed
76 - 100% Loss	Only automatically generated reports produced No investigations performed Function cannot be performed by another department or agency due to NFC specific training requirements stated in assumptions.

	Essential Function: Security Software Development and Maintenance This function includes: 1. Working with Developers to create Security Definitions 2. Installed and Maintain Security Software security access from application based security to role based security. manual paper based role base security processing to IAM automated role base security. 4. Convert 5. Convert from
0 - 30% Loss	All functions performed Work overtime
31 - 50% Loss	Only critical security definitions created Work overtime No maintenance on security software unless problem occurs
51 - 75% Loss	No new security definitions created Work overtime No maintenance on security software unless problem occurs
76 - 100% Loss	No new security definitions created No maintenance on security software Function can not be performed by another department or agency due to NFC specific training requirements stated in assumptions.

	Information Systems Quality Assurance Office
	Essential Function: Configuration Management (CM)
	Includes: ChangeMan CM; Non-ChangeMan CM; CM Troubleshooting and Support
0 - 30% Loss	No impact Essential function will not change. N/A due to cross training.
31 - 50% Loss	No impact Essential function will not change. N/A due to cross training.
51 - 75% Loss	No impact on ChangeMan CM; turnaround time for Non-ChangeMan CM may increase, however the volume of CM requests would expect to be less; troubleshooting and support could be impacted. Waive the requirement for supporting documentation; Work overtime; Troubleshoot only show-stopping problems and request assistance from other in-house technical staff, or Serena (for ChangeMan) if necessary. Supporting documentation such as Production Change Requests (1133) and User Acceptance Test Plans are required for production implementation – this will be waived. Work overtime to complete requests for production implementation if necessary.
76 - 100% Loss	Less than 100%: essential function can be performed with highly increased turnaround time (anticipated volume of requests would be significantly less). At 100% loss: essential function will devolve to development staff. At 100% --- ChangeMan CM [automated process]: remove ISQAO as an approver required for production implementation. Non-ChangeMan applications: As applicable, run jobs out of test and/or give developers access to production libraries. ChangeMan CM: Removing ISQAO from the approval will leave only development management as approvers for production implementation. Non-ChangeMan CM: Allow jobs to be run out of test and/or give developers access to production libraries.

	Essential Function: Issuance of Standards, Technical Bulletins, Advisory Notes.
0 - 30% Loss	No impact
	Essential function will not change.
	N/A due to cross training.
31 - 50% Loss	No impact
	Essential function will not change.
	N/A due to cross training.
51 - 75% Loss	Function will be reduced to issuing critical documents only.
	Only critical Standards, Technical Bulletins, Advisory Notes will be issued.
	Only critical Standards, Technical Bulletins, Advisory Notes will be issued.
76 - 100% Loss	Reduced to critical only. At 100%: Function will devolve to the originating organization
	Only critical Standards, Technical Bulletins, Advisory Notes will be issued; work overtime if necessary. At 100% loss: the function will devolve to the originating organization.
	At 100% loss: the originating organization will issue the critical information via an all-employee email/memo rather than the official document.

Human Resources Management Staff (HRMS)

	Assumptions
1	The event will last for an indefinite period of time
2	HRMS to cease some functions so those employees can mobilize to other, more critical functions.
3	All systems will be up and running.
4	HRMS may devolve some functions to other OCFO organizations.
	Essential Function: Employee and Labor Relations
	Including: Guidance to include: appropriate levels of leave approvals, coding of T&As, development of emergency policies and procedures, labor relations and office of workman's compensation program.
0 - 30% Loss	Work overtime Guidance will be provided at the earliest possible stage and will be ongoing. It could continue from an alternate site and will not diminish at this point.
31 - 50% Loss	Work overtime Telework Guidance will be provided at the earliest possible stage and will be ongoing. It could continue from an alternate site and will not diminish at this point.
51 - 75% Loss	Functions discontinued: Incentive Awards. Seek contract support Processing of Incentive Awards would stop. Once the function is moved to OCFO HRM, actions would be forwarded there for processing. The negative affect would be that employees receive incentive awards at a later than originally planned date. Devolution Operational Alternatives: The processing of Incentive Awards will cease at this step. Any awards received will be held for forwarding to OCFO-HRM. Access will be granted to those individuals that will take on this function, and once that access is granted they will process the awards. Award processing is not retroactive, so the awards will be delayed but employees will ultimately receive them.
76 - 100% Loss	Request all functions be transferred to OCFO Human Resources Management. Alert customers all functions being discontinued. There would be some possible temporary delay while all functions are being moved to OCFO HRM. Once the functions are taken over, they would resume as normal. Devolution Operational Alternatives: All functions would cease at this step. When the event initially begins, OCFO-New Orleans staff would begin communication with OCFO-Washington, DC staff to alert them of ongoing actions and claims. They would be provided periodic status reports on cases so that when the functions are transferred, they would be current on the cases.

	Essential Function: Classification, Compensation, and Recruitment
	Including: Employee Retirement Benefits, Death Benefits, Recruitment, Classification.
0 - 30% Loss	Retirement Benefits - work overtime
	Death Benefits - work overtime
	Recruitment - work overtime
	Classification - work overtime
	Service at this point could continue during overtime hours and will not diminish but may be delayed.
	Suspend new vacancy announcement requests.
	Extend closing dates on all open vacancy announcements.
	Coordinate daily with OPM & OCFO on employee counts.
31 - 50% Loss	Retirement Benefits - work overtime
	Death Benefits - work overtime
	Recruitment - work overtime/telework/seek contract support
	Classification - devolve to OCFO
	Service at this point could continue during overtime hours and may be delayed. Several functions could continue at an alternate site.
	30 day appointments would be used as needed to fill vacancies.
	Continue to suspend new vacancy announcement requests.
	Continue to coordinate daily with OPM & OCFO on employee counts.
51 - 75% Loss	Retirement Benefits - work overtime/seek contract support
	Death Benefits - work overtime/seek contract support
	Recruitment - function discontinued
	Recruitment actions would stop. Once the function is moved to OCFO HRM, actions would be forwarded there for processing. The negative affect would be that job announcements would be advertised at a later than originally planned date and there would be a delay in managers receiving referrals.
	Devolution Operational Alternatives: The Recruitment Process will cease at this step. Any job vacancies that are currently posted would be placed on hold. Announcements that have closed would be worked if possible. Faxing and e-mailing of case files to OCFO would begin.
	Continue to coordinate daily with OPM & OCFO on employee counts.
76 - 100% Loss	Request all functions be transferred to OCFO Human Resources Management.
	Alert customers all functions being discontinued.
	There would be some possible temporary delay while all functions are being moved to OCFO HRM. Once the functions are taken over, they would resume as normal.
	Devolution Operational Alternatives: All functions would cease at this step. When the event initially begins, OCFO-New Orleans staff would begin communication with OCFO-Washington, DC staff to alert them of ongoing actions and claims. They would be provided periodic status reports on cases so that when the functions are transferred, they would be current on the cases.
	Continue to coordinate daily with OPM & OCFO on employee counts.

Risk Management Office (RMO)

	Assumptions
1	Data Center up and running; All systems will be available and supported.
2	NFC can continue to operate.
3	The event will last for an indefinite period of time
4	RMO to devolve some functions so employees can be reassigned to other, more critical functions.
5	OCFO HQs to assume Government Credit Card Program and FOIA Activities

	Essential Function: Including: A-123 Oversight; Audit Liaison - Tracking Corrective Actions, Coordinating Required Audits; Risk Management Reviews, Government Credit Card Program; FOIA Activities, Cyber-Security Oversight, various studies and analyses.
0 - 30% Loss	Work overtime
31 - 50% Loss	Work overtime. Functions discontinued: Risk Management Reviews; Government Credit Card Program, FOIA activities Functions continuing: A-123 Oversight; Audit Liaison; Cyber-Security Oversight, various studies and analyses. New Functions: Work with organizations to document change in controls.
51 - 75% Loss	Functions discontinued: Audit Liaison, Cyber-Security Oversight Functions to continue: A-123 Oversight, various studies and analyses; documenting changes to controls.
76 - 100% Loss	Request OCFO assume RMO responsibilities. Functions discontinued: A-123 Oversight; various studies and analyses; documenting changes to controls .

Equal Employment Opportunity/Workforce Services Staff (EOWSS)

	Assumptions
1	Data Center up and running; All systems will be available and supported.
2	The event will last for an indefinite period of time
3	Personnel are cross-trained.
	Essential Functions The essential functions of the Equal Employment Opportunity and Workforce Services Staff (EOWSS) include the following activities: (1) administer the formal and informal Equal Employment Opportunity (EEO) complaint processing system for complaints filed against OCFO; (2) provide complaint information and documents to Assistant U.S. Attorneys (AUSA) and the USDA Office of General Counsel (OGC) for civil actions alleging violation of civil rights statutes by OCFO, as requested; (3) administer NFC's non-EEO Dispute Resolution Process; (4) provide and/or coordinate American Sign Language interpreting services for hearing-impaired employees; (5) provide required EEO reports, and (6) provide information and advice regarding dispute resolution and discrimination complaints.
0-30% loss	All non-essential functions discontinued. Maintain all essential functions Work overtime/comp time. Cancel leave and training. Alert customers all essential functions will be supported but at reduced services levels. Devolution Operational Alternatives: When the event initially begins, EOWSS would begin communication with: (1) USDA OAC to alert them of ongoing administrative and civil actions; and (2) OCFO AMD to alert them of ongoing reports. They would be provided periodic status reports so that if and when the functions are transferred, they would be current on the cases and the reporting requirements.
31-50% loss	Work overtime/comp time. Cancel leave and training. Essential functions #1 and #3 - Alert clients all essential functions will be supported but at reduced services levels. Essential functions #2 and #6 – Maintain service level with premium time, work from home, and work from satellite sites will be used by those employees available to work. Essential Function #4 - If the current ASL interpreter is not able to perform duties and demand for services remain, NFC will use the Central Contractor Registry, GSA Schedule, or Registry of Interpreters for the Deaf listing to locate interpreters to provide on-site interpreting services. Utilize Relay Conference Captioning as needed. Essential Function #5 - Request extension of deadlines for all reports.

51-75% loss	Work overtime/comp time.
	Cancel leave and training.
	Advise clients of our status and notify them about functions being transferred.
	Essential Function #1 , #2, #3, #5 and #6 - Premium time, work from home, and work from satellite sites will be used by those employees who are available to work. There may be slippage in meeting report dates and promptness of advice.
	Essential Function #4 - Premium time, work from home, and work from satellite sites will be used by those skilled employees who are available to work. NFC will use the Central Contractor Registry, GSA Schedule, or Registry of Interpreters for the Deaf listing to locate interpreters to provide interpreting services at alternative work sites. Utilize Relay Conference Captioning as needed.
76-100% loss	Essential Function #1 , #2, and #6 - At the appropriate time, EEOSS managers will work with appropriate personnel to transition work until after the threat has passed. Functions will transition to USDA OAC.
	Essential Function #3 - Services will discontinue until staff is available to perform function.
	Essential Function #4 - Services will be provided through remote methods; such as e-mail, relay conference captioning, and/or relay services.
	Essential Function #5 - At the appropriate time, EEOSS manager will work with appropriate personnel to transition work until after the threat has passed. Service will transition to OCFO AMD.